

Project Reporting Oversight and Monitoring Solution

Working **better together**

End-to-End Aconex Registration for funded Partners

July 2026



What is PROMS and where it sits in the Partnerships Agreement Lifecycle

PROMS, Aconex and PROMS App

Why partner access matters across the partnership lifecycle

PARTNERSHIP
LIFECYCLE CONTEXT



PLAN

Selection & readiness



GET

Agreement, financial management
& implementation



SHOW

Reporting & closure

This lifecycle context shows the stages of a partnership. The tools below support activities across all stages.



PROMS

The wider UNHCR partnership management environment (umbrella)

Supporting the partnership lifecycle from planning and implementation through monitoring, reporting and closure.

Partners need access to:

- Understand where partnership processes sit
- Follow records and requirements across the lifecycle
- Work with UNHCR in a more transparent way

APPLICATIONS UNDER PROMS



Aconex

The document and workflow space used to exchange, upload and retain partnership records and supporting evidence during implementation, monitoring and closure.

Partners need access to:

- Upload and retrieve official documents
- Maintain evidence and supporting records
- Support monitoring and closure records



Access to Aconex is provided upon registration.

Once registered
in Aconex, all
registered users
receive immediate
access to
PROMS App.



PROMS App

The future-state operational application used for partner-facing financial workflows and related reporting steps.

Partners need access to:

- Financial Plan (FPN)
- Amendment & Reallocation
- PFR
- Prepayment



Supports structured submission, revision
and review workflows.

BENEFITS OF PARTNER ACCESS



Stronger
collaboration
in the process



Clearer
accountability
and ownership



Greater
transparency
and visibility



Stronger
traceability
and audit trail



Fewer offline
workarounds and
email exchanges

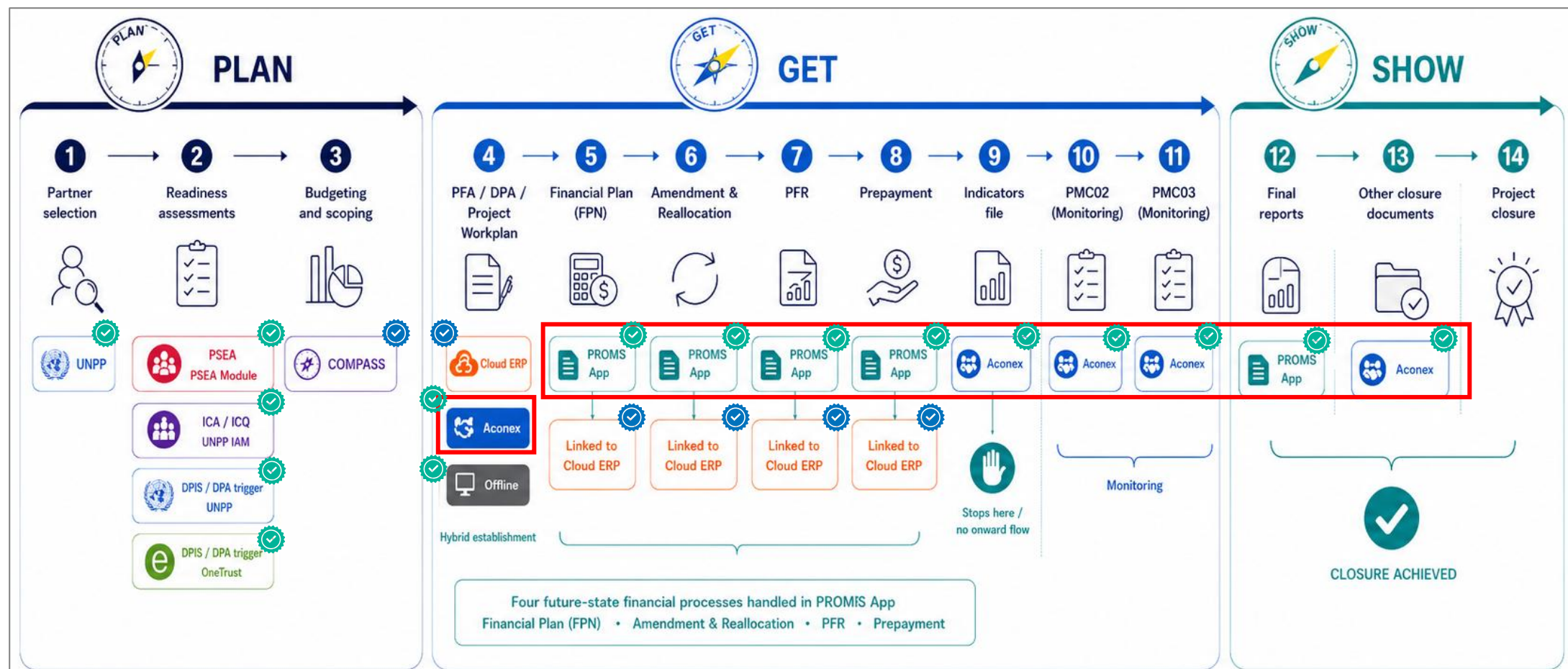


Faster reporting,
monitoring and
closure



Smoother
movement across
the lifecycle

PROMS (Aconex & PROMS App) all around the Partnership Lifecycle



For the Partner Handbook and the Procedure on the Management of Partnership Agreements, visit [Partner Hub](#)



Organization Configuration in Aconex

(provides also automatic access to the PROMS App)

Has your organization been asked to join a project using Aconex?

Here's how to register your organization.

Follow these steps if your organization has never used Aconex before. Your organization should only be registered on Aconex **once**. This ensures all your organization's data is kept together.

As the person who registers your organization, you automatically become the Aconex Administrator for your organization, known as the **Org Admin**. This means **you are responsible for creating user accounts** for the rest of the people at your organization.

Before you begin, make sure you have the authority to bind your organization to the Aconex terms and conditions.

Note as the Aconex user who is created when your organization is first registered, your account is visible in the global directory by default. This allows your organization to be added to projects. You can edit your visibility later in the same way as any other user.

Tip!

If there are already users in your organization that use Aconex, you'll need to ask your organization's **Org Admin** to create an account for you. An organization should only be registered on Aconex once.

If you already have an Aconex account and need to get added to a project, contact the person who asked you to join Aconex and ask them to **add you to the project**.

Aconex Account Hierarchy for Partners

How access, administration, and user roles are structured



1. Lobby Account

- Personal entry point to Aconex
- Set up two-step verification



2. Organization Account



Create users



Add at least one second Org Admin



Manage organization access



Oversee security and support



3. User Access and Roles



A) Users

- Users created by Org Admin
- Each user belongs to the organization



B) Core Module Roles

- Assign relevant core roles
- Based on each user's responsibilities



C) Field Module Roles

- Assign relevant field roles
- Based on operational needs



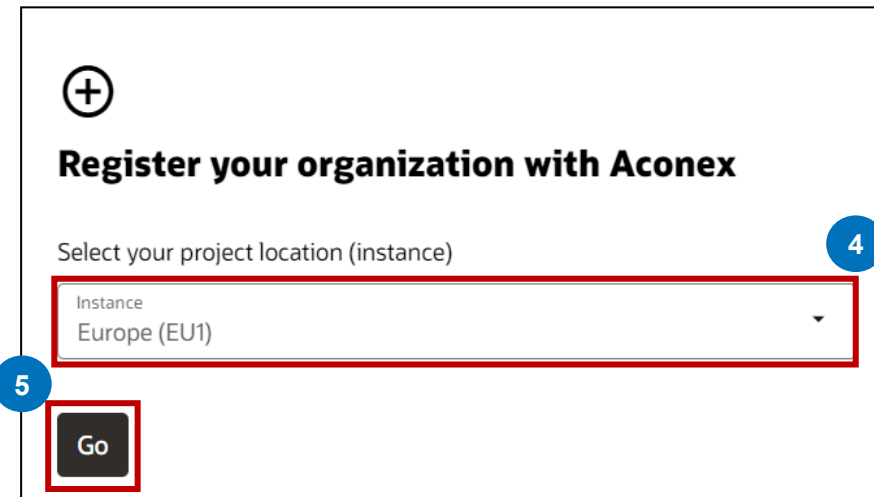
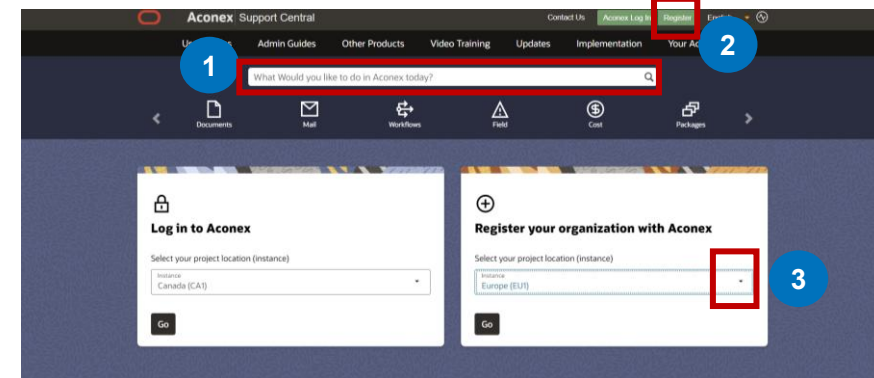
Important: Every user should complete two-step verification.

Registering your organization



As an Organization Administrator:

1. Open Support Central via help.aconex.com.
2. In the top right-hand corner, click Register.
3. Click on arrow to select your project location. This is also known as the Aconex 'instance'.
4. **Always select Europe (EU1) – this is the UNHCR instance.**
5. Click "Go" to start the registration process.



Registering your organization



The registration form is divided into two sections.

6. The first asks for information about your organization (local branch for the case of INGOs)
7. The second asks for information about yourself as the first **Organization Administrator**.

ORACLE[®]
Aconex

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Help

Register your organization

1 This form is for registering a new organization on Aconex. For individual access or login, contact your organization administrator or Aconex Service Desk.

About your organization

Organization Name

Address

City/Suburb

County/State

Country
-- Select --

Postcode

Website (optional)

How will others recognize your organization?

Trading Name

Organization Abbreviation

****Proposed Naming Convention for INGOs in Organisation Name Field:***

- *INGO HQ: Organization Name-HQ i.e., **Norwegian Refugee Council-HQ***
- *Country Operations: Organization Name-Country i.e., **Norwegian Refugee Council-Afghanistan***

Registering your organization



The registration form is divided into two sections.

6. The first asks for information about your organization

7. The second asks for information about yourself.

Your contact details

Name

Given name

Family name

Email Address

Phone

Create a login

Login Name

Password

Password Confirm

Note: The user created as part of this registration will be your organization's initial Aconex Administrator. They will be responsible for creating other user accounts and configuring the organization's settings within Aconex.

In order for the organization to be able to be invited to projects, they will be visible within the Aconex Global Directory by default - this can be adjusted in future if desired. Contact Oracle Aconex Support for more details.

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Registering your organization



8. Read the Terms of Service agreement and Privacy Policy.
9. Select the checkbox at On behalf of my organization.
10. Click the Register button. You should then see a message confirming your successful registration.

As Organization Administrator:

- Within the next **72 hours** Oracle (and not UNHCR) will confirm that your registration was completed successfully and that your Aconex Profile is enabled.
- If you face any delays kindly contact Oracle:
<https://help.aconex.com/contact-us>

Terms Of Use

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You acknowledge and agree that the current Oracle Aconex Cloud Services Terms of Use ("Terms of Use") including all incorporated agreements, specifications, and policies referenced therein (available at www.oracle.com/contracts) will apply to Your use of the Oracle Aconex Cloud Services. Notwithstanding the prior sentence, if You have already executed an Oracle Aconex Cloud Services ordering document or agreement with Oracle and accepted the Terms of Use or other applicable terms, the version of the Terms of Use (or such other terms, if applicable) referenced in the applicable order shall apply for your use of the Aconex Cloud Services for the purposes of the projects under that order only. "You" or "Customer" as used in this notification refers to the organization the user

☐ I acknowledge and agree to the above on behalf of the Customer.

Register 10

Next Steps for Lobby Account

As Organization Administrator:

- Follow the guide to learn [What is the Lobby?](#)
- Follow the guide to [Create a Lobby account](#)
- Follow the guide to [Get Lobby Admin access as an Aconex Org Admin](#)
- If you already have an account, follow the guide to [Link an Aconex account](#)

Tip!

This feature is especially useful for organizations that **work with UNHCR in multiple countries**, since it allows you to see all the partnership agreements.



If your Organization is already registered?

If your organization is already registered? Q&A

Q1. My organization registered a while back. The person who registered the organization **is no longer working with us**. Do we need to register again?

A1. NO, you must only register your organization once. What you must do is:

- Decide who will be the new **[Org Admin](#)**.
- **The new [Org Admin](#) should [Contact Aconex Help Desk](#) (and not UNHCR) and submit a [Service Request](#).**
- **Use this sample text:**

URGENT – Organization has no active Org Administrator or Lobby Administrator – Request to restore administrative access – [ORGANIZATION NAME] – [ACONEX INSTANCE]

Dear Oracle Aconex Support Team,

We are requesting your urgent assistance to restore administrative access to our organization's existing Oracle Aconex account.

1. Requester information

Full name: [FIRST NAME AND SURNAME]

Job title: [JOB TITLE]

Organization's full legal name: [FULL REGISTERED ORGANIZATION NAME]

Business email address: [OFFICIAL ORGANIZATION EMAIL ADDRESS]

Country: [COUNTRY]

2. Aconex organization and account information

Aconex instance: ALWAYS EU1 for UNHCR

Aconex Organization ID, if known: [ORGANIZATION ID]

Existing Aconex organization name: [ORGANIZATION NAME AS DISPLAYED IN ACONEX]

Organization address registered in Aconex, if known: [ADDRESS]

Requester's Aconex login name or email address, if an account already exists: [LOGIN NAME OR EMAIL]

Requester's Aconex User ID, if known: [USER ID]

3. UNHCR project or collaboration information

Our organization collaborates with UNHCR through Oracle Aconex.

UNHCR operation or office: [UNHCR COUNTRY OPERATION / MULTI-COUNTRY OFFICE / REGIONAL BUREAU / HQ UNIT]

Aconex project name: [UNHCR -insert country-]

Aconex Project ID, if known: [PROJECT ID]

UNHCR focal point: [NAME AND JOB TITLE]

UNHCR focal point email: [UNHCR EMAIL ADDRESS]

If your organization is already registered? Q&A

4. Description of the problem

Our organization was registered in Oracle Aconex on or around [APPROXIMATE REGISTRATION DATE OR YEAR].

However, we currently have no active person who can administer our organization in Aconex.

The previous Organization Administrator was:

Previous administrator's full name: [NAME]

Previous administrator's email or login name: [EMAIL OR LOGIN NAME]

Previous administrator's User ID, if known: [USER ID]

Previous administrator's current status:

[SELECT AND EXPLAIN: LEFT THE ORGANIZATION / EMAIL ACCOUNT DEACTIVATED / NO LONGER RESPONSIBLE FOR ACONEX / UNAVAILABLE / UNKNOWN / OTHER]

The previous administrator left or became unavailable on approximately [DATE].

As a result, no current staff member can perform the administrative actions required for our organization. In particular, we are unable to:

- add or activate users;
- manage existing user accounts;
- reset user access or two-step verification;
- assign user roles and permissions;
- assign a new Organization Administrator;
- assign a Lobby Administrator;
- properly manage our organization's participation in the relevant UNHCR Aconex project.

[REMOVE ANY ITEMS THAT DO NOT APPLY AND ADD ANY OTHER RELEVANT RESTRICTIONS.]

5. Requested resolution

We respectfully request that Oracle Aconex Support:

- 1.identify and verify our organization's existing Aconex account;
- 2.confirm whether any active Organization Administrator or Lobby Administrator remains assigned to the organization;
- 3.remove, disable or update the former administrator's administrative access, as appropriate;
- 4.connect or retain the following authorized staff member under the existing organization;
- 5.assign the designated staff member as the new Organization Administrator;
- 6.assign the same staff member as the new Lobby Administrator, where required for user-account administration;
- 7.restore our organization's ability to manage its users, roles and access;
- 8.preserve the organization's existing project participation, records, correspondence and historical data;
- 9.confirm once administrative access has been restored and advise us of any further steps required.

If your organization is already registered? Q&A

6. Proposed new administrator

We formally nominate the following current employee as the authorized administrator for our organization:

Full name: [FULL NAME]

Job title: [JOB TITLE]

Official business email: [EMAIL ADDRESS]

Telephone number: [PHONE NUMBER]

Existing Aconex login name, if any: [LOGIN NAME]

Existing Aconex User ID, if known: [USER ID]

Existing Lobby account email, if applicable: [EMAIL ADDRESS]

We request that this person be assigned the following roles:

Organization Administrator;

Lobby Administrator;

[ANY OTHER REQUIRED ORGANIZATION OR PROJECT ROLE].

The nominated administrator is a current employee and is authorized by our organization to manage our Oracle Aconex account and users.

7. Organizational authorization and verification

The following senior representative can confirm this request:

Authorized representative's full name: [NAME]

Job title: [EXECUTIVE DIRECTOR / COUNTRY DIRECTOR / LEGAL REPRESENTATIVE / OTHER]

Official email address: [EMAIL ADDRESS]

Telephone number: [PHONE NUMBER]

We can provide additional documentation to verify our organization and the nominated administrator (if needed).

8. Business impact and urgency

This request is urgent because the absence of an active Organization Administrator and Lobby Administrator is preventing our organization from properly accessing and managing its participation in the UNHCR Aconex project. The issue is currently affecting the following our work. Immediate resolution would be highly appreciated.

Please confirm receipt of this Service Request and provide the Service Request number

Thank you for your urgent assistance.

Kind regards,

[FULL NAME]

[JOB TITLE]

[ORGANIZATION NAME]

[OFFICIAL EMAIL ADDRESS]

[COUNTRY]

If your organization is already registered? Q&A

Q2. My organization registered a while back. We could not enter Aconex after a while, this is why we registered our organization twice. What can we do now?

A1. The **Org Admin** should **Contact Aconex Help Desk** (and not UNHCR) and submit a **Service Request**.

- **Use this sample text:**

URGENT – Duplicate organization profiles in Oracle Aconex – Request to retain correct profile and deactivate or remove duplicate – [ORGANIZATION NAME]

Dear Oracle Aconex Support Team,

We are requesting your assistance regarding two duplicate organization profiles that have been created for the same legal organization in Oracle Aconex.

Our organization was unintentionally registered twice. We would like Oracle Aconex Support to verify both profiles, retain the correct active organization profile, and deactivate, remove, or merge the duplicate profile, as technically appropriate.

Before taking any action, please ensure that no project access, users, documents, correspondence, workflows, records, or historical data associated with either profile are lost.

1. Requester information

- *Full name: [FIRST NAME AND SURNAME]*
- *Job title: [JOB TITLE]*
- *Organization's full legal name: [FULL LEGAL ORGANIZATION NAME]*
- *Official usiness email address: [EMAIL ADDRESS]*
- *Telephone number, including country code: [PHONE NUMBER]*
- *Country: [COUNTRY]*

2. Correct organization profile to be retained

We confirm that the following is the correct organization profile that should remain active:

- *Organization name as displayed in Aconex: [CORRECT ORGANIZATION NAME]*
- *Organization ID, if known: [ORGANIZATION ID]*
- *Aconex instance: ALWAYS EU1 for UNHCR*
- *Organization address: [REGISTERED ADDRESS]*
- *Organization registration date, if known: [DATE]*
- *Primary Organization Administrator, if known: [NAME]*
- *Administrator's email address: [EMAIL ADDRESS]*
- *Lobby Administrator, if different: [NAME AND EMAIL]*
- *Number of active users, if known: [NUMBER]*
- *Associated UNHCR project or projects: [UNHCR -country name-]*

This profile should be retained because:

[EXPLAIN, FOR EXAMPLE:]

- *it contains our active users; it is connected to the correct UNHCR project; it contains our current correspondence and project records; it is administered by our currently authorized staff; it uses our correct legal name and official organizational information; it is the profile currently used for our operational work. [choose what applies]*

If your organization is already registered? Q&A

3. Duplicate organization profile

The following profile appears to be a duplicate and should no longer be used:

Duplicate organization name as displayed in Aconex: [DUPLICATE ORGANIZATION NAME]

Duplicate Organization ID, if known: [ORGANIZATION ID]

Aconex instance: ALWAYS EU1 for UNHCR

Organization address displayed: [ADDRESS]

Approximate registration date: [DATE]

Person who created or administered the duplicate profile, if known: [NAME]

Associated email address: [EMAIL ADDRESS]

Number of users associated with the duplicate profile: [NUMBER]

Projects associated with the duplicate profile, if any: [PROJECT NAME(S)]

Project ID or IDs, if known: [PROJECT ID(S)]

The duplicate profile was created because:

[SELECT OR EXPLAIN THE APPLICABLE REASON:]

- a staff member did not know that the organization was already registered;
- the original Organization Administrator was no longer available;
- users could not access the original organization profile;
- a new registration was completed instead of restoring access to the existing organization;
- the organization name was entered differently;
- different offices or staff members registered the organization separately;
- another reason: [EXPLAIN].

4. Current situation

Our organization now appears twice in Oracle Aconex under the following names:

- Profile to retain: [CORRECT ORGANIZATION NAME]
- Duplicate profile: [DUPLICATE ORGANIZATION NAME]

Both profiles relate to the same legal entity:

- Full legal organization name: [LEGAL NAME]
- Registration number, if applicable: [LEGAL REGISTRATION NUMBER]
- Registered address: [ADDRESS]
- Country of registration: [COUNTRY]

The existence of two organization profiles is causing or may cause the following problems:

- users may be invited under the wrong organization;
- project correspondence may be distributed between two profiles;
- access rights and user administration may be inconsistent;
- records may be stored under the incorrect organization;
- UNHCR personnel may select or invite the wrong profile;
- duplicate users may be created;
- the organization may appear twice in searches or directories;
- project information and audit trails may become fragmented;
- future onboarding and access management may be delayed.

[REMOVE ITEMS THAT DO NOT APPLY AND ADD ANY OTHER IMPACT.]

5. Users associated with the duplicate profile

Please find below the users currently associated with the duplicate organization profile: Full name - Email address - Aconex User ID, if known - Current role - Required action.

For any active users who exist only under the duplicate profile, we request that Oracle Support advise whether they can be transferred or re-associated with the correct organization profile.

Please do not deactivate any active user until it has been confirmed that the user has appropriate access through the correct organization profile.

6. Projects and records associated with the duplicate profile

The duplicate organization profile may be connected to the following projects: Project name - Project ID, if known - Current activity - Records or correspondence present

Before removing or deactivating the duplicate profile, please verify whether it contains or is associated with: project mail or correspondence; documents; workflows; transmittals; forms; user activity; access permissions; audit-trail information; project invitations; historical records; any other data that must be preserved.

Where records exist, please advise whether they can be retained under the correct organization profile or otherwise preserved without affecting the project record.

If your organization is already registered? Q&A

7. Requested resolution

We respectfully request that Oracle Aconex Support:

- verify that both profiles represent the same legal organization;
- confirm which profile should remain active;
- retain the following profile as the official organization profile: [CORRECT ORGANIZATION NAME AND ORGANIZATION ID]
- review the duplicate profile: [DUPLICATE ORGANIZATION NAME AND ORGANIZATION ID]
- determine whether the duplicate profile can be merged, deactivated, archived, renamed, or removed;
- preserve all project records, correspondence, documents, workflows, audit trails, and historical information;
- transfer or correctly associate active users with the retained organization profile, where technically possible;
- ensure that users do not lose access to any relevant UNHCR project;
- ensure that future invitations and user registrations are connected only to the retained profile;
- remove the duplicate profile from organization searches or directories, where appropriate;
- confirm that no active user, project access, or project record will be affected before proceeding;
- provide written confirmation once the duplicate-profile issue has been resolved.

Please do not permanently delete the duplicate profile until Oracle Support has verified that it contains no records, users, project access, or historical data that must be retained.

Where permanent deletion is not technically possible or advisable, we request that the duplicate profile be clearly deactivated, archived, or renamed, for example: DO NOT USE – DUPLICATE PROFILE – [ORGANIZATION NAME]

This would help prevent users or UNHCR personnel from selecting the incorrect organization in the future.

8. Authorized confirmation

The following authorized representative confirms that both profiles belong to the same organization and approves this request:

Full name: [AUTHORIZED REPRESENTATIVE'S NAME], Job title: [EXECUTIVE DIRECTOR / COUNTRY DIRECTOR / LEGAL REPRESENTATIVE / OTHER], Official email address: [EMAIL ADDRESS]

The following person is authorized to administer the retained Aconex organization profile:

Full name: [NAME], Job title: [JOB TITLE], Official email address: [EMAIL ADDRESS]

9. Business impact and urgency

This matter requires priority attention because the duplicate profiles are affecting or may affect our organization's access to an active UNHCR project. Thank you for your urgent assistance.

Kind regards,

[FULL NAME]

[JOB TITLE]

[ORGANIZATION NAME]

[OFFICIAL EMAIL ADDRESS]

[COUNTRY]

If your organization is already registered? Q&A

3. Duplicate organization profile

The following profile appears to be a duplicate and should no longer be used:

Duplicate organization name as displayed in Aconex: [DUPLICATE ORGANIZATION NAME]

Duplicate Organization ID, if known: [ORGANIZATION ID]

Aconex instance: ALWAYS EU1 for UNHCR

Organization address displayed: [ADDRESS]

Approximate registration date: [DATE]

Person who created or administered the duplicate profile, if known: [NAME]

Associated email address: [EMAIL ADDRESS]

Number of users associated with the duplicate profile: [NUMBER]

Projects associated with the duplicate profile, if any: [PROJECT NAME(S)]

Project ID or IDs, if known: [PROJECT ID(S)]

The duplicate profile was created because:

[SELECT OR EXPLAIN THE APPLICABLE REASON:]

- a staff member did not know that the organization was already registered;
- the original Organization Administrator was no longer available;
- users could not access the original organization profile;
- a new registration was completed instead of restoring access to the existing organization;
- the organization name was entered differently;
- different offices or staff members registered the organization separately;
- another reason: [EXPLAIN].

4. Current situation

Our organization now appears twice in Oracle Aconex under the following names:

- Profile to retain: [CORRECT ORGANIZATION NAME]
- Duplicate profile: [DUPLICATE ORGANIZATION NAME]

Both profiles relate to the same legal entity:

- Full legal organization name: [LEGAL NAME]
- Registration number, if applicable: [LEGAL REGISTRATION NUMBER]
- Registered address: [ADDRESS]
- Country of registration: [COUNTRY]

The existence of two organization profiles is causing or may cause the following problems:

- users may be invited under the wrong organization;
- project correspondence may be distributed between two profiles;
- access rights and user administration may be inconsistent;
- records may be stored under the incorrect organization;
- UNHCR personnel may select or invite the wrong profile;
- duplicate users may be created;
- the organization may appear twice in searches or directories;
- project information and audit trails may become fragmented;
- future onboarding and access management may be delayed.

[REMOVE ITEMS THAT DO NOT APPLY AND ADD ANY OTHER IMPACT.]

5. Users associated with the duplicate profile

Please find below the users currently associated with the duplicate organization profile: Full name - Email address - Aconex User ID, if known - Current role - Required action.

For any active users who exist only under the duplicate profile, we request that Oracle Support advise whether they can be transferred or re-associated with the correct organization profile.

Please do not deactivate any active user until it has been confirmed that the user has appropriate access through the correct organization profile.

6. Projects and records associated with the duplicate profile

The duplicate organization profile may be connected to the following projects: Project name - Project ID, if known - Current activity - Records or correspondence present

Before removing or deactivating the duplicate profile, please verify whether it contains or is associated with: project mail or correspondence; documents; workflows; transmittals; forms; user activity; access permissions; audit-trail information; project invitations; historical records; any other data that must be preserved.

Where records exist, please advise whether they can be retained under the correct organization profile or otherwise preserved without affecting the project record.



Manage your Lobby Account





Manage the users of your Organization

Prepare your Organization's profile and work with UNHCR via Aconex

- Create **new users** for your organization follow this guide: [Org Admin \(and Lobby Admin\) creates new user accounts](#).
- A registered user might face **access issues**, follow this guide to [Resolve permission issues for your users](#).
- One of your registered colleagues cannot **reset their password**, follow this guide to [Reset the password for a user in your organization](#).
- If anyone is facing issues with **the two-step verification**, follow this guide to [Reset two-step verification \(2SV\) for a user in your organization](#).
- **Someone left** the organization, follow this guide to [Disable \(delete\) a user account in your organization](#).
- **Your Organization MUST have, at least, 2 Org Admins**, follow the guide to [Add a new Org Admin](#).
- Follow this guide to [Add or remove someone from a project-specific user role](#).





What are the available roles in Aconex?

Org Admin assigns roles for the Core & Field Module

CORE Module available roles for your colleagues

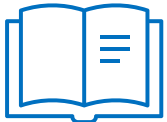
Aconex User Roles:

1. **Project Admin:** Manages project settings and administration for all participating organizations.
2. **Org Admin:** Manages Aconex settings and user roles within their own organization.
3. **Document Administrator (Doc Admin):** Manages document control functions for their organization's projects.
4. **Basic Plus User:** Can transmit and supersede documents, in addition to basic user capabilities.
5. **Basic User:** Can create, view, and manage mail, search documents, and view the global directory.

Default Assigned Roles:

- **Basic User**
- **Basic Plus User**

These roles are automatically assigned to new users, providing basic access to Aconex functionalities.



[Aconex Library on Core Roles](#)

Partner: Activate Field Module for your Organization

When setting up users in Aconex Field Module, the partner's Organization Administrator needs to follow the steps below:

- 1. REQUEST UNHCR TO ADD YOUR PARTNER ORGANIZATION IN THE FIELD MODULE:** In the Field Module, UNHCR search for the partner organization and adds the partner Organization and their Users as "Organization you work with" and assign the appropriate field role to the partner user/s. The request to UNHCR can be submitted via an email. Once UNHCR has added your Organization:
- 2. THE PARTNER ALSO ADDS UNHCR IN THE FIELD MODULE:** In the Field Module, the Organization Administrator has search for UNHCR and add the UNHCR as "Organization you work with" and assign the appropriate field role to UNHCR user/s.
- 3. UNHCR RAISES A TICKET TO ENABLE THE PARTNER IN "FIELD INSPECTIONS":** Once both organizations have completed steps 1 & 2 in the Field Module, UNHCR has to ENABLE the features of the Field Module for the partners. In order to do that, UNHCR has to raise a ticket in ServiceNow requesting so that Oracle enables the partner in "Field Inspections & Issues".

Let's explore each step individually!

FIELD Module available roles for Issues and Inspections

Issues role – to capture daily monitoring activities:

This role provides permission for issues, punchlists, and some project settings. The available roles are:

- **Observer:** View issues that their organization has created or been assigned or which have been shared to their organization. All users have Observer permissions by default.
- **Observer Administrator:** Has the same permission as an Observer and can add users from their organization.
- **Assignee:** Works on their assigned issues and updates the status.
- **Assignee Administrator:** Has the same permission as an Assignee and can add users from their organization.
- **Inspector:** Capture, assign, and close issues.
- **Inspector Administrator:** Has the same permission as an Inspector and can add users from any organization.
- **Project Administrator:** Perform any action, assign a role to any user, and update project settings.



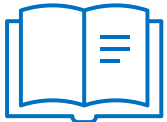
[Aconex Library on Issues Roles](#)

FIELD Module available roles for Issues and Inspections

Inspections role – for performance and financial verifications:

Permissions in Field Inspections are provided to each user by assigning them a role in the Field directory. The available roles are:

- **Observer:** View inspections that their organization has created or been assigned or which have been shared to their organization. All users have Observer permissions by default.
- **Observer Administrator:** Has the same permission as an Observer and can add users from their organization.
- **Assignee:** Works on their assigned inspections and updates the status.
- **Assignee Administrator:** Has the same permission as an Assignee and can add users from their organization.
- **Inspector:** Create, assign, and close inspections.
- **Inspector Administrator:** Has the same permission as an Inspector and can add users from any organization.
- **Project Administrator:** Perform any action, assign a role to any user, and update project settings.



[Aconex Library on Inspections Roles](#)



What is 2-Step Verification for Partner Staff with Aconex Access?

What is 2-Step Verification?

When a partner user logs into an **UNHCR Project**, they are required to go through a **"2-step Verification"** process also known as 2SV, that provides an extra layer of security within the UNHCR production system, every time they log in Aconex.



- ❑ You already sign into your Aconex Lobby Account using a login name and password. That's the first step in 2-Step Verification. The second step links you with a physical device.
- ❑ With 2-Step Verification, you use the Oracle Authenticator application on your mobile device (iPhone, Android) to generate a unique code that you enter into the Aconex login page.



Partner Staff Setting up 2-Step Verification

Setting up 2-Step Verification (1/3)

When you log into UNHCR project for **the first time**, you will be required to set-up 2-step verification process. You'll need to **generate and enter a new 6-digit code from your authenticator app every time you log in**.

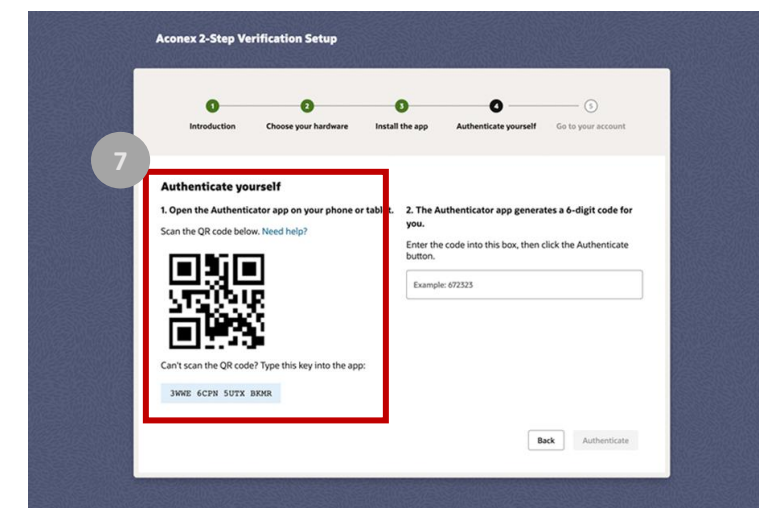
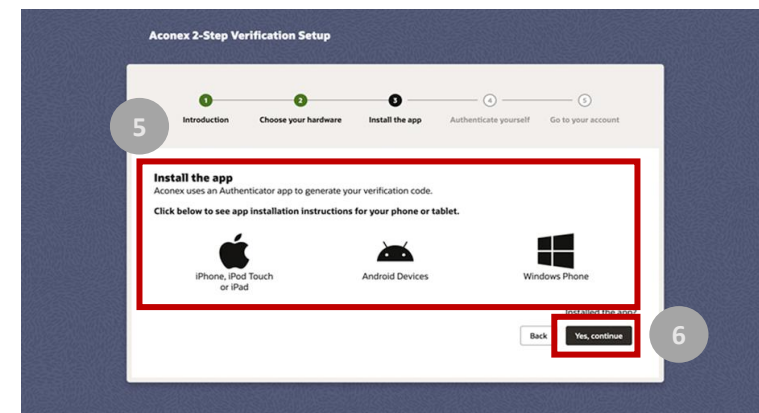
1. After you entered your login name and password, you'll see the **"Aconex 2-Step Verification Setup Wizard"**.
2. Click **"Continue"** when you're ready to begin.
3. **"Choose the device"** on which you want to install the authenticator app (**ALWAYS choose "Mobile Device"**).
4. Click **"Continue"**.



Setting up 2-Step Verification (2/3)

5. **"Choose your device's operating system"**. A new tab will open in your browser. This contains instructions to (1) download the app; (2) set the time on your device.
6. When you're finished, close the instructions, and click **"Yes, continue"** in the Setup Wizard.
7. The next page of the Setup Wizard asks you to open the authenticator app you just downloaded, and either **"Scan the QR code"** or enter the **"Highlighted key"** into your authenticator app.

Tip!: If you're using the authenticator app on your computer, you won't see the QR code. You can just enter the highlighted key into your app.



Setting up 2-Step Verification (3/3)

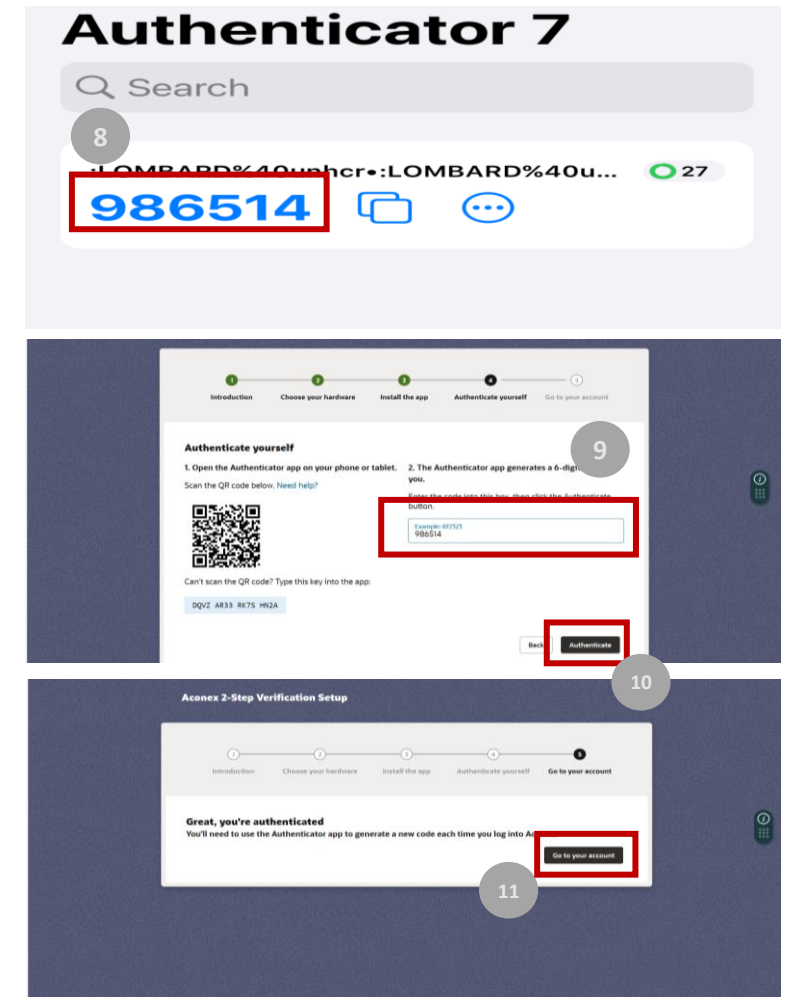
8. Your app will generate a 6-digit verification code.
9. **"Enter code"** into the empty field at Step 2 on the Wizard page.
10. Click **"Authenticate"**.

*Tip!: Once you've successfully authenticated yourself, you'll see the confirmation page. Click **Go to your account** to close the Wizard and start work.*

11. Click **"Go to Account"** to access you Aconex Account.

Tip!

Every time you enter Aconex, have your phone ready to enter the authentication code.





Downloading the Authenticator App

Downloading the Authenticator App



Downloading the Oracle Authenticator app to your iOS device

1. Open the App Store on your iOS device.
2. Search for Oracle Authenticator.
3. Download Oracle Authenticator to your device.



Downloading the Authenticator app to your Android device

1. Open the Google Play store on your Android device.
2. Search for Oracle Authenticator.
3. Download Oracle Authenticator to your device following their instructions.



Thank You!

